

PLEASE READ - Attention All Mazda Dealers:

Please return any original part numbers: Check your parts inventory for on-hand stock of part numbers VA40V7780 and/or VA41V7780. If you find parts on hand, immediately contact your Claims Representative for a request to file a Defective Parts claim to claims@mazadusa.com

The hitch harness kit parts with the "A" level are for brand new installs where a trailer hitch harness has never been installed and should not be used for the recall repair. The parts listed in the parts information below are for the recall only, where a vehicle had the original part installed.

Safety Recall – 2023 CX-50 Trailer Tow Hitch Harness May Detach

CONDITION OF CONCERN: On certain 2023MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch harness, the harness may loosen or detach, causing insufficient clearance to underbody components. The detached trailer wire harness could become damaged due to contact with the vehicle's exhaust components or road debris while driving. A damaged harness can cause the lights and/or braking of a connected trailer to become inoperative, increasing the risk of a crash. Both the 4-pin and the 7- pin harnesses are affected.

OUTLINE OF REPAIR: This repair is to remove the old Trailer Hitch Harness and install a new updated harness with a different routing than the original factory, dealer or customer installed harness.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100233 – 123654	From January 18, 2022, through October 28, 2022

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION: Mazda will notify the owners by first class mail no later than April 28, 2023.

PARTS INFORMATION

NOTE: FOR ANY CAR REPAIRED UNDER 5723B DO NOT USE THE "A" LEVEL PART, ONLY REPAIR THE RECALL USING THE PART WITH THE "X" AT THE END OF THE PART NUMBER.

The repair parts for this recall are available to order by emailing the DAG with Recall 5723B in the subject line, providing the VIN, and dealer code in the email. Once the VIN is confirmed, the DAG will place a CEO for you. DAG Email: corpdag@mazdausa.com

Description	Part Number	Quantity	Note
4-pin hitch harness	VA40V778X	1	Do not use for a DIO new 4-pin harness kit, "A" part
7-pin hitch harness	VA41V778X	1	Do not use for a DIO new 7-pin harness kit, "A" part
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store

WARRANTY CLAIM PROCESSING INFORMATION

NO Harness and/or Hitch installed:

1. Ask the customer why there may not be a hitch harness when we show one installed when the vehicle was sold new?
2. If inside the car, DO NOT install these parts: VA40V7780 and/or VA41V7780
3. Take a photo of the rear hitch area showing no harness and/or hitch installed.
4. Send reason from customer and photos to Dealer Recall Help

	Install trailer hitch harness
Process Number	AP011A
Symptom Code	99
Damage Code	99
PNMC Causal Part Number	Use Results from the Repair Calculator AND replace with the same harness that is on the vehicle 4-pin harness VA40V778X OR 7-pin harness VA41V778X
Quantity	1
Labor Operation Number	XXWARXR
Labor Hours	0.4 hrs.

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer, regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience. Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-57-23BR
Part Quantity		0
Labor Operation Code		MM024XR
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)

PARTS AND WARRANTY INFORMATION
Safety Recall 5723B

Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer